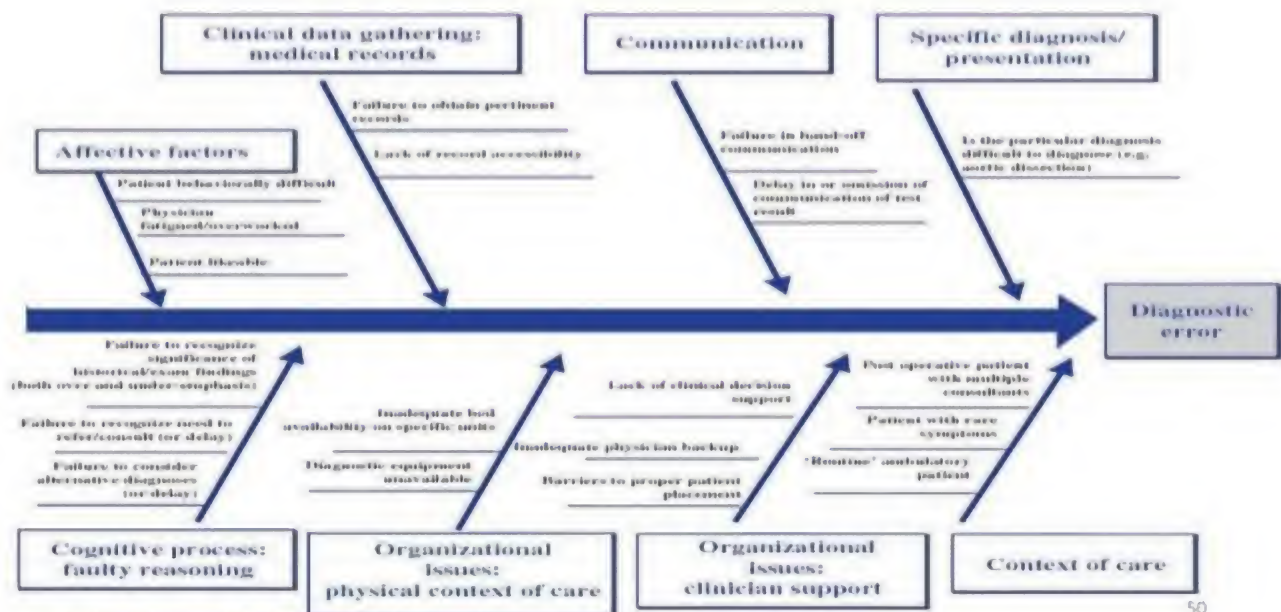
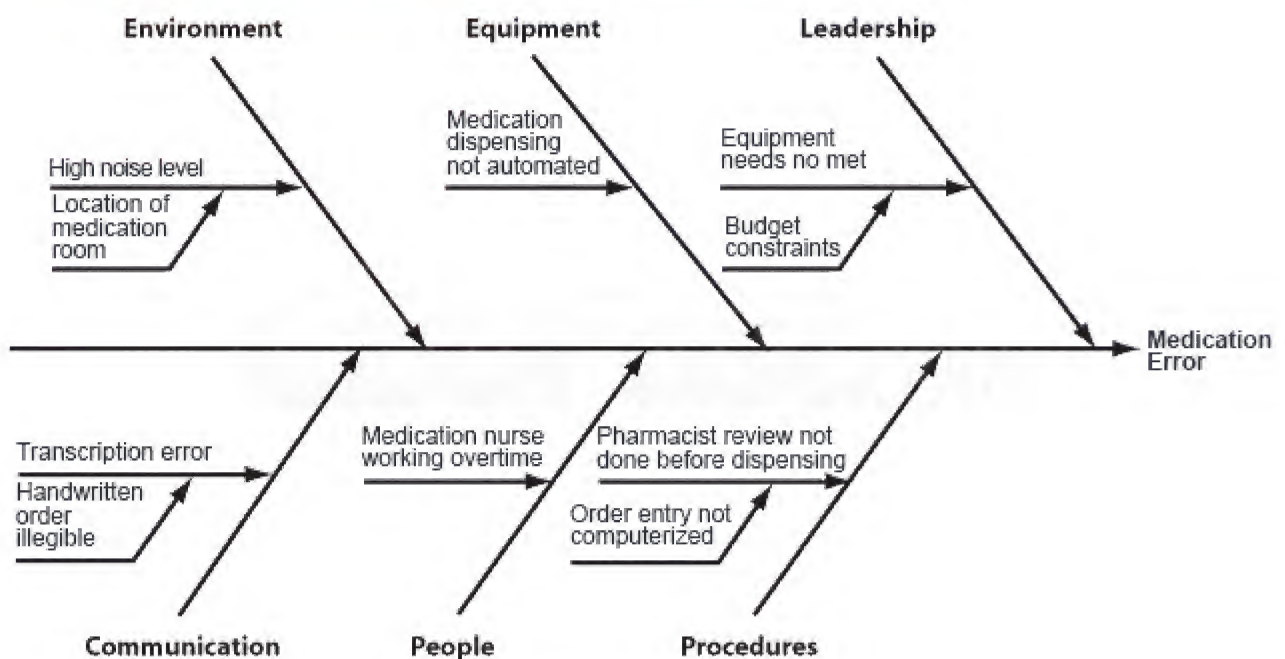


4. DIAGNOSTIC ERROR

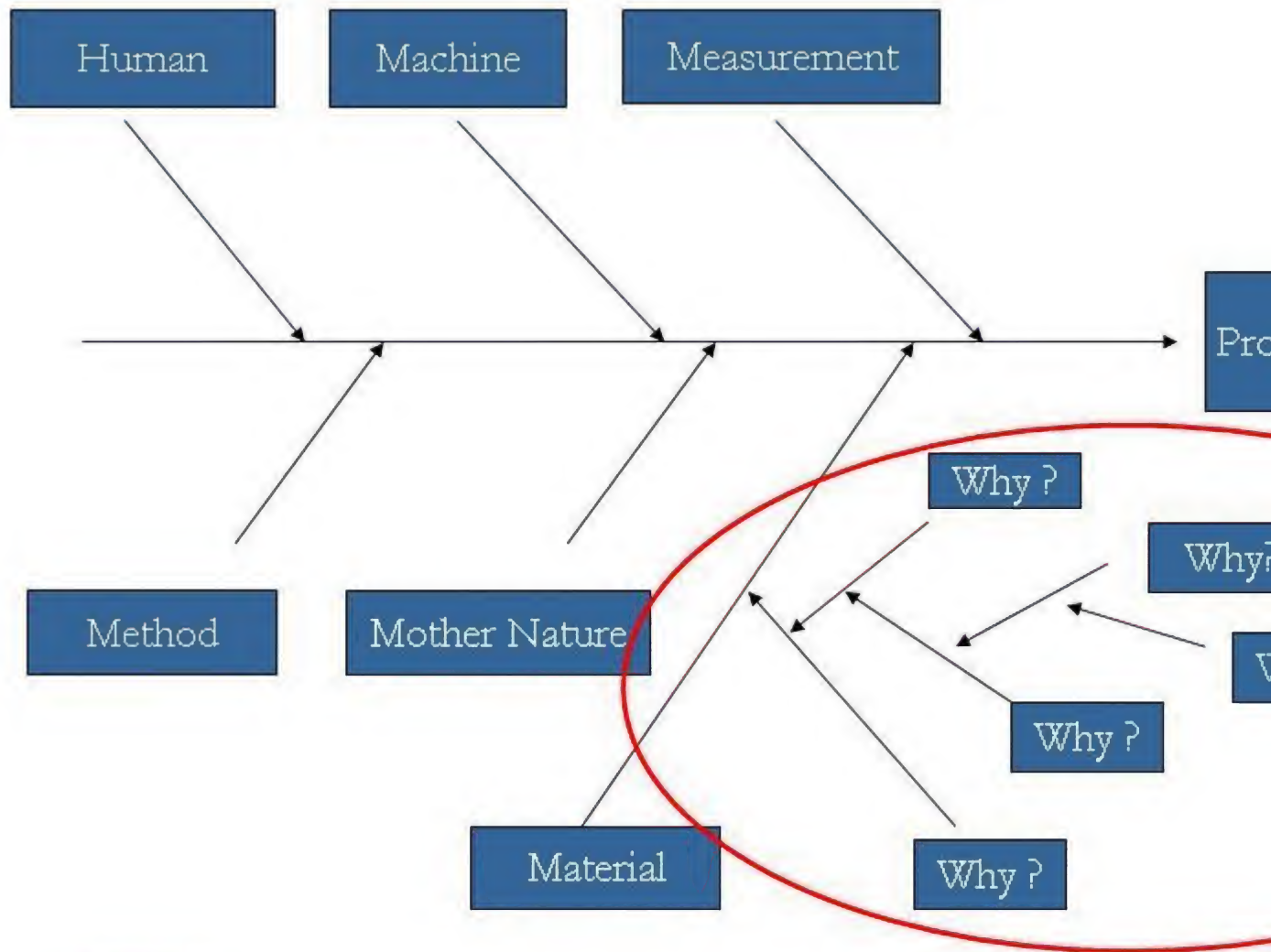


*Fishbone diagrams in health care, Johnblack associates

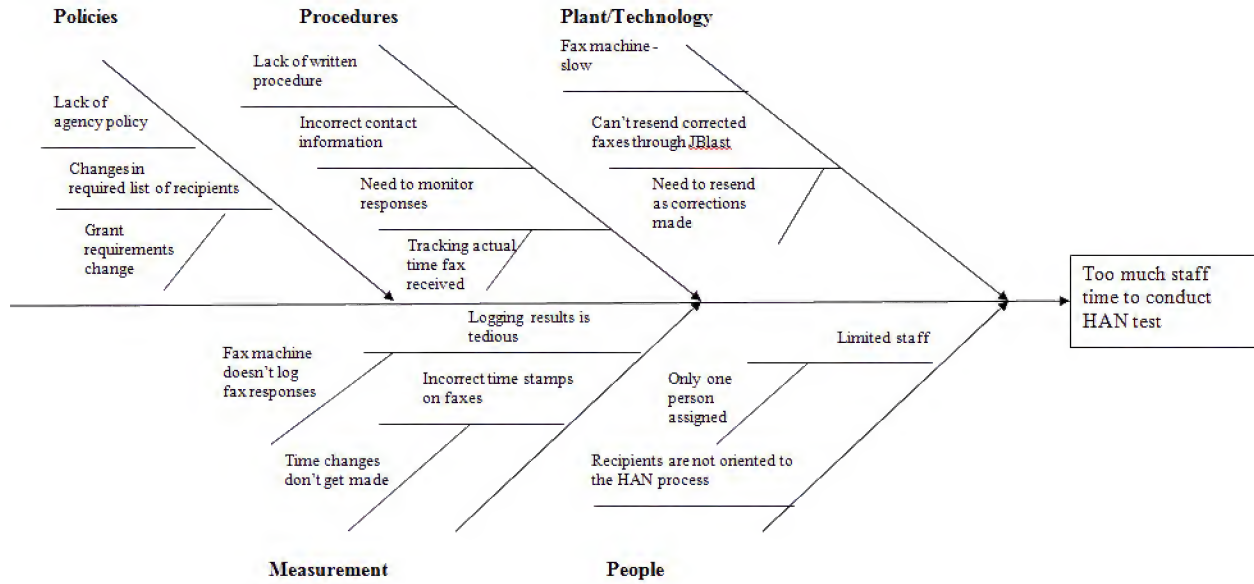
50



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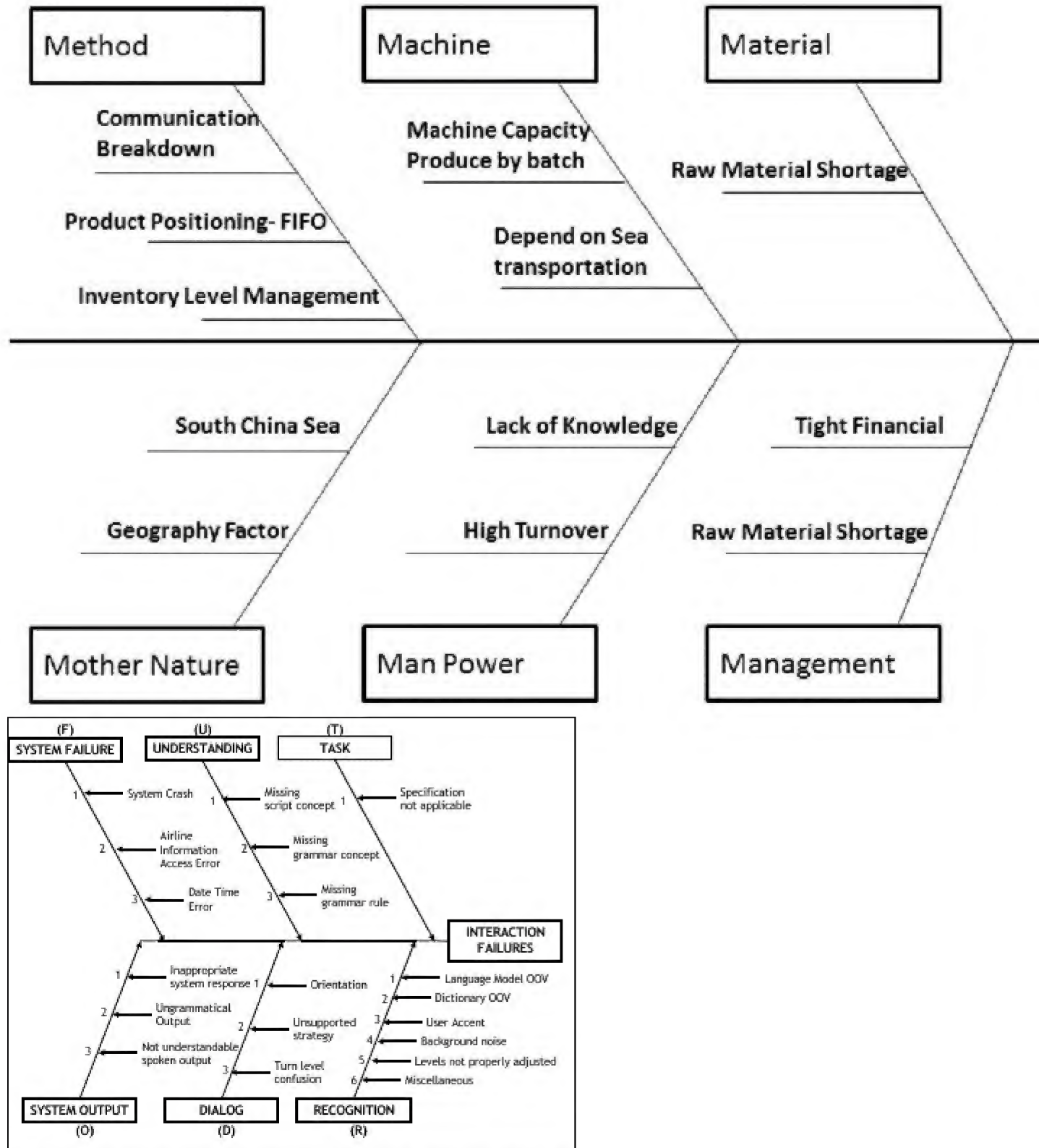


Figure 1: This diagram categorizes some different causes of interaction failures that can occur in Communicator.